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Executive Summary

RSVP Warren and Washington counties is sponsored by the Tri-County United Way. The mission of the Tri-County United is an organization dedicated to helping people. We work to improve lives and make a positive impact in our communities by raising resources, both monetary and volunteer. We strive to do this through collaboration with others; encouraging volunteerism, and resolving community problems through identifying and communicating our community's priority issues.

Vision Statement: We will improve lives in our community by:

Identifying priority issues which we can impact.

Bringing together people and organizations to address identified priority issues

Connecting people to needed services and programs.

Raising resources, both monetary and human, to achieve our goals.

Being reflective of our communities, and

Demonstrating measurable results of our programs, work and initiatives.

RSVP currently has 609 registered with 414 active unduplicated volunteers and 108 worksites. Over the last few months a push on recruitment has taken place now the objective to actively engage the registered volunteer in active volunteering roles.

The volunteers are serving the community in a wide arrange of activities with our primary focus are being Healthy Futures.

Our primary programs include Medical Transportation, Osteobuster exercise program, Meals on Wheels, and Friendly Visitors. These programs address the needs of area seniors with the access to medicals appointment, reduction in isolation, health education, and delivering meals.

The expected outcome is that those clients in need will be provided assistance to help them live healthy and independently in order to remain in their own homes.

RSVP of Warren and Washington Counties is requesting the Federal funding amount of \$39,934 for

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the fiscal year 2015-2016. The Non-Federal funding level is \$34636.

Strengthening Communities

Our service area of Warren and Washington Counties is comprised of 1,704 square miles with a population of 128,430; both area and population are divided approximately equal between the two counties. Warren County is predominately a suburban setting while Washington County is predominately rural. The population density is still much lower than most areas with about 76 people living per square mile. Slightly less than half of the people in both counties live in five small cities and towns clustered together in a relatively minute physical vicinity, leaving the majority scattered throughout the more rural and remote areas where there is no access to many common community services such as transportation and meal sites. Reaching out to this part of the population, especially in the harsh winter months when any type of transportation can be hazardous, is difficult.

The median age in the service area is 40 years. 19.3% populace is over the age of 65 for Warren County and 17.1% for Washington County. Approximately 20.3% of the households have youth under 18 years of age. The area is racially homogenous, with more than 96% of the population listed as being white Caucasian, so diversity is difficult to achieve.

Economically, the area is somewhat divided. People living in the small cities and suburban areas tend to have more established jobs than those living in the remote, rural areas. The census lists the percentage of people below the poverty level at about 11.9%, but that figure is somewhat misleading as there are countless more people living on incomes below a comfortable level.

OUR RSVP AND THE COMMUNITY:

RSVP of Warren and Washington Counties works hard to be a viable and influential part of our community. Sponsorship by Tri-County United Way provides the program with access to TCUW's community partnerships with both for-profit and not-for-profit organizations within our service area. These contacts help the staff to ensure that programming addresses local needs. In addition, the program director and the TCUW Campaign Coordinator are doing outreach at campaign meetings and presentations, building awareness of all programming.

Due to the rural nature of the counties and limited public transportation available, transportation to remain independent continues to be a community need. Community partners are chosen to meet unacknowledged needs in our community. After becoming aware of an unmet need for medical transportation services at coalition meetings, RSVP partnered with both counties' Offices for the Aging, The Glens Falls Home, and Van Go to provide medical appointment transportation for

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individuals in our area. All partners supply volunteer drivers and we work together to satisfy individual transportation requests. Through working with our partners, another area to be addressed is senior isolation. RSVP implemented the Friendly Visitors Program. This is where a volunteer is matched to a senior client, and then makes weekly contact via phone, mail, or personal visitation. This contact helps to relieve their feelings of isolation. Though feedback from a survey of our Osteobuster exercise program we discovered the program is relieving the feeling of isolation for the participants. Recently one of our RSVP volunteers expressed the feeling of isolation, the staff partnered her with another RSVP volunteer and the two have become friends going on outings together.

Because of the two counties rule nature, local non-profits organizations are generally aware of RSVP and what resources it can bring to an Organization. RSVP volunteers are seen as an enhancement to a non-profit organization, as they bring with them a lifetime of education, ideas, wisdom and dependability. Community partners are developing by meeting with interested agencies who would like to form an official partnership with RSVP. Special emphasis is placed with agencies that help to address community needs in our primary focus area, Healthy Futures. The Memorandum of Understanding is reviewed with the agency, as well as utilizing volunteer job description forms to determine the type of volunteer the agency is looking for and the skills needed. Within this period RSVP will continue to be involved in Education , Economic Opportunity and capacity building . One very important program provided by our sponsor is the VUTA program. RSVP volunteers are assisting the VITA program (Volunteer Income Tax Assistance) in the primary focus area of Economic Opportunity. VITA trained RSVP volunteers provide service to the under privileged individuals in completing their tax returns.

Our advisory committee is made up of a diverse group of individuals. Their role is to review all aspects of the RSVP Program, help raise awareness, and assist in locating funding sources. The members are Barbara Sweet, Executive Director of Tri-County United Way, Kim Bren, RSVP Program Director/TCUW Business Manager, Katherine Ramsey, Assistant Program Director, Rene Clements, Executive Director of the Glens Falls Senior Center (chair), Tammy Heckenburg, Assistant Director of The Glen At Hiland Meadows, John Weston, retired engineer, Harold McKinney, retired corrections officer, Sue Beadle, Jackie Androjocvic, and Joe Lehet, all retired teachers, and Gene Casella, retired IBM Computer Analyst, a RSVP volunteers are visible in the community. All have RSVP name badges and gold lapel pins that they are encouraged to wear whenever they volunteer. During the past 12 months, there have been 607 registered volunteers, 414 of them actively volunteering within 108 registered work stations. Volunteers participate in various community

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activities including fundraisers for: a local symphony orchestra, the hometown Thanksgiving dinner, senior centers, and an educational center for the emotionally disabled. They staff information booths for an annual Job Fair held at the local community college as well as RSVP booths at a number of community events. Quarterly mailings are sent to over 200 local churches and Human Resource Directors to inform them of volunteer opportunities that they can share with their constituency. RSVP also has relationships established with local newspapers to frequently publish press releases and public service announcements as well as local radio stations that feature our broadcasts on a regular basis. On the Tri-County United Way Website we use Get Connected a software program where you can view all area non-profit volunteer needs. RSVP is an active agency on Get Connected, updating new opportunities for the RSVP Volunteer to review. This builds awareness of the program to those who are approaching the age requirement for members. Although our service area is quite homogenous, opportunities do exist to bring together people of diverse backgrounds. Heightening the education of the RSVP program has been a priority for the project director. Our program has and will continue to enhance the capacity of organizations and institutions within the community. We do this by recruiting and placing volunteers in meaningful positions where they can use their abilities to grow the organization.

Recruitment and Development

Recruitment and Development

RSVP of Warren & Washington Counties provides a wide range of new opportunities for volunteers to develop new skills and leadership qualities. Volunteers share skills and knowledge obtained throughout their lives through worksite opportunities which provides volunteers with an experience of a lifetime. Local not for profit organizations utilize many RSVP volunteers as members of their Board of Directors, Grant funding Boards, consultants and as volunteer coordinators. These positions let them use their hard-earned skills and knowledge in meaningful ways. At the same time, they learn to interact with staff members and other community representatives in an advisory capacity and to evaluate current programming and directions. This allows many RSVP volunteers to evaluate and determine new volunteer possibilities for RSVP. In addition, a number of our worksites, offer opportunities for volunteers to take on project leadership once they are acclimated to the agency. These positions give the volunteer free rein to manage a job as they see fit -- recruiting and using additional volunteers, forging community relationships, and researching new possibilities. In one of our own programs, Osteobusters, new leaders continue to emerge from within the classes allowing for the self-preservation of the Osteobusters program. We also encourage volunteers to help in ways that

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not only help the community but also enhance their own quality of life. The Program Director and a member of the Advisory Committee have visited all workstation supervisors to see if their volunteer needs are being satisfied. In the interviews we have discovered many volunteers are already volunteering and not registered as a RSVP Volunteer. In many cases the volunteers join RSVP and help in other areas of our program. We have stressed greatly to the supervisors to contact us for all volunteer needs since we have a pool of 609 volunteers willing to give back to the community.

RECRUITING, RETENTION, AND RECOGNITION Recruitment is ongoing. Baby Boomers are the future core of volunteer efforts; RSVP is continually looking at ways to engage boomers in meaningful and impactful volunteer efforts. The project director works in conjunction with local volunteer driven organizations to develop new impactful programming throughout the Warren and Washington County community to entice volunteers from the baby boomer generation. Financial Literacy, Friendly Visitors and fraud protection are new initiatives for RSVP being designed to attract the baby boomer volunteer. Continued efforts in mentoring, Medical Transportation , Osteobusters and VITA tax preparation will be targeting this generation. The Project Director will be contacting the area programs that are not participating already to develop a partnership with RSVP. The Director and a volunteer are currently visiting each registered worksites to review their current, future and long term needs. The Director will continue to attend area senior groups and meetings to promote the RSVP program. During the past year, recruitment efforts included newspaper articles and public service announcements, radio broadcasts, group presentations, community event display booths, 1000 RSVP quarterly newsletter mailings, and over 200 quarterly houses of worship bulletin mailings. In addition, a majority of RSVP volunteers are active recruiters for the organization. Retention is addressed by ensuring that volunteer placement is an ongoing process and that inactive volunteers are contacted and encouraged to find new placements that suit their current situations. The project director, program assistant and a RSVP volunteer have regular phone conversations with volunteers to recruit them for short-term jobs, events and to offer new volunteer opportunities. A homebound volunteer calls all RSVP members on their birthdays. A volunteer has been given the task of calling all RSVP members, to engage in conversations about levels of engagement, and their interest in continuing their relationship with RSVP, due to health or age concerns. We are currently working on an email notification of volunteer opportunities. Recognition is ongoing. We are constantly researching new and meaningful ways to ensure recognition of volunteers, while remaining cost effective. Many of the organizations for which RSVP volunteers have dedicated their service offer newsletters or monthly publications. RSVP continues to send out joint recognition of volunteers

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through the work stations publications. RSVP is planning a new recognition event the Rainbow Connection this year under the leadership of our advisory committee members. They have wonderful new ideas to honor the volunteers. Area businesses donate many of the supplies to honor the volunteer for everything they give back to the community. RSVP Lapel pins are presented to members who have served 5, 10, 15, 20, 25 years. All volunteers receive RSVP pin to be worn while volunteering in the community. RSVP tries to recognize all volunteers throughout the community; we try not to miss the chance to say "Thank You for all you do in your community".

Program Management

Program Management

VOLUNTEER STATIONS/ASSIGNMENTS: RSVP continues to have a positive impact upon the community, with MOU agreements with 108 volunteer driven agencies throughout Warren and Washington counties. New sites and volunteers opportunities are developed as community needs arise; for example The Medical transportation program is on the rise we are encouraging volunteers becoming involved. Volunteer needs are assessed through constant contact with each agency through worksite visits and email or phone conversations. RSVP encourages all agencies to develop new challenging and meaningful volunteer opportunities to utilize senior volunteers and their life experience.

PROJECT PERFORMANCE ASSESSMENTS: Monthly database reports and feedback from volunteers and stations provide ongoing project assessment. CNCS required Progress Reports are used to assess project performance semiannually, and are shared with the RSVP Advisory Committee members who make recommendations, offer advice, and provide valuable feedback. Currently our sponsor Tri-County United Way executive committee is reviewing our Medical Transportation policies and creating a new volunteer application to need the changing needs of our program. Surveys of recipients of service and volunteers are completed on a regular basis to evaluate how specific programs are working and where changes could result in improved results.

INFORMATION/DATA MANAGEMENT: Program data is tracked through our Volunteer Reporter database management software. All volunteer reported hours are confirmed by the Project Director. Hours are compiled by the director, assistant director and volunteers. RSVP has utilized volunteers to make calls to other volunteers who have not submitted hours in the past year. We have been able to decrease the size of our data base through these efforts, thus having a better representation of the RSVP program. Monthly, quarterly, biannual, annual and interim reports are prepared and utilized on a continuing basis. The Program Director and the Advisory Committee use these reports on a

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semiannual basis to help in program evaluation.

MANAGING PROJECT RESOURCES: Regular budget meetings with the sponsor and the project director help ensure that we are being fiscally responsible, and that we are aware at all times of our financial circumstances.

SECURING PROJECT RESOURCES: Educational outreach to many organizations throughout Warren and Washington counties has allowed RSVP to inform the public about our volunteer programs and the continued need for funding. This has led to partnerships in funding with local organizations including; organizations that have recognized the need for our volunteer medical transportation program and have offered funding to RSVP. The executive director of TCUW and project director meet regularly to discuss grant opportunities. RSVP continues to receive in kind donations and reduced pricing for services from our sponsor and local vendors in the area

Organizational Capability

ORGANIZATIONAL EXPERIENCE:

RSVP of Warren and Washington Counties began in 1987. The Tri-County United Way (TCUW) volunteered to sponsor the agency in 2001. The Executive Director of TCUW, Barbara Sweet, was appointed in April 2007. TCUW views RSVP as an essential program to help fill the volunteer need of many local volunteer organizations and assigns one TCUW board member to sit on the Advisory Committee. The current chair, of the Advisory Committee is the Executive Director for the Greater Glens Falls Senior Center. She is a dynamic and committed member of the RSVP Advisory Committee, using her sphere of influence to engage others to volunteer and utilizing our mission to help citizens in need. STAFF: Kim Bren joined RSVP in July of 2010 in the role of Project Director. Kim joined TCUW in 2005 as the business manager and has been actively involved with RSVP in the role of the financial supporter and grant writer. She is very knowledgeable about the everyday operations of RSVP. Kim completes all fundraiser efforts as the TCUW Business Manager with the assistance of Barbara Sweet Executive Director of TCUW. All financials are reviewed with the Executive Director of TCUW, monthly reports are presented to the by the Board of Directors of TCUW and RSVP Advisory Committee. Katherine Ramsey, the part-time Program Assistant, volunteered her services to the RSVP office for several months prior to being hired in the fall of 2003. Her communication and knowledge of the community are invaluable in recruitment and placement of volunteers to fill needs of local not for profit organizations. Katherine schedules all volunteer efforts for the medical transportation program facilitated by RSVP. Joanna Sheridan has joined RSVP in 2013, she has many years of Human Resource experience and has been on the RSVP Bennington

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County Advisory Committee. Joanna is creating spreadsheets and an email database for us. She is serving a dual role she is also the Warren County VITA Program coordinator for The Tri-County United Way. She is working closely with many RSVP volunteers. All phone appointment are taken in the RSVP Office by Staff or trained Volunteers. Kat Williams a volunteer help with general clerical work and assigning volunteers to scheduled events. Eva Center and Margaret Scott volunteer part time in the office updating data and creating new forms to better gather information. Gene Casella a volunteer provides all computer data entry.

FINANCIAL MANAGEMENT SYSTEMS:

Kim Bren will still handle all of the financial aspect of the program as the business manager of TCUW. In addition, TCUW and the Advisory Committee have many years of experience in managing a non-profit agencies and providing guidance to the RSVP staff. QuickBooks accounting program, has been used for many years, and ensures that finances are tracked and reports are easily accessible.

TRACK RECORD: RSVP is viewed as a leader in the community in all areas of recruitment and retention of volunteers. RSVP has paired volunteers in over 108 not for profit organizations. With over 27 years of senior volunteer management, RSVP is continually turned to for assistance when developing new volunteer driven projects throughout Warren and Washington Counties. TCUW, our sponsoring organization, is itself a volunteer-driven organization. Throughout the year senior volunteers, from RSVP, are actively engaged in TCUW's many essential committees and community events. TCUW works each year with applications that require the outcome based impact based programming plans from agencies requesting funding, so it is highly familiar with this method for program accountability.

FACILITIES/POLICIES:

RSVP receives valuable support from TCUW in many areas of organizational management. RSVP and TCUW staff regularly meet to review and adapt all policies and procedures to ensure federal, state and local compliance. TCUW's business manager, Kim Bren, is an integral part of the budgeting process for RSVP. RSVP has been housed, since 2002, in office space provided by TCUW, as part of their in kind donation. RSVP offices are centrally located, and are equipped with three computer stations and free access to board/meeting rooms.

EVALUATION/IMPROVEMENT:

The Advisory Committee provides invaluable knowledge and feedback to RSVP on a regular basis. Informational handouts and flyers are distributed to area Senior Groups and Medical facilities explaining our programs and services.

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Civic Engagement, Citizenship and Service-Learning: Independent Living for Seniors: Three ongoing RSVP impact-based programs in our primary focus area of Health Futures, Osteobusters, Meals on Wheels, and Medical Transport currently support this issue area. The addition for a new impact area is The Friendly Visitors Program will also support the issues. Osteobusters and Meals on Wheels would continue in their current state and the Medical Transportation program will continue to expand due to the increased need in the community. Current programs are: "Osteobusters!" osteoporosis education and prevention with 57 volunteers leading classes for more than 175 participants throughout two counties and well over 90% reporting improvement in strength and balance, and confidence in their ability to remain independent as a result of attending these classes. We have increased attendance and added new sites in the program bringing the total to 17 respectively throughout Warren, Washington and Hamilton counties. Meals on Wheels with about 74 volunteers delivering two meals five days per week year round to about 350 recipients identified as being in need of this service, 80% of whom report that they are better nourished, less isolated, and better able to remain independent as a result of this service. Medical Transportation with about 64 volunteers who provided approximately 950 rides in 2013 to medical appointments for elderly and others in need who otherwise have no means of getting there. Well over 90% of the people served report having better access to health care and increased confidence in their ability to remain independent because of this service. RSVP is continually looking at ways to engage boomers in meaningful and impact driven volunteer efforts. The project director works in conjunction with local volunteer driven organizations to develop new impact driven programming throughout the Warren and Washington County community to entice volunteers from the baby boomer generation. Literacy and fraud protection are new initiatives for RSVP being designed to attract the baby boomer volunteer. Continued efforts in mentoring and VITA tax preparation will also be targeting this generation. The Director will continue to attend area senior groups and meetings to promote the RSVP program. Volunteering and Volunteer Recruitment and Management: RSVP volunteers work in recruitment and management in a number of sites. For example, our Osteobusters program is managed and coordinated by Harold McKinney, a volunteer of long standing, and other volunteers recruit and manage their own class programs. RSVP utilizes many volunteers to help in the day to day management of our program. We have volunteers who are calling to schedule volunteers at short term events, calling with birthday wishes, and calling to make sure volunteers are engaged to their fullest. More volunteer managers and recruiters have been added, as well as, new program sites. Providing More Opportunities for Citizens to Serve and Volunteer: As indicated earlier in these narratives, this RSVP project works closely with area coalitions to build

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partnerships and ensure that our volunteers are able to achieve their potential. The partnerships developed with faith-based organizations, senior providers and local not-for-profits will greatly increase our visibility within the community while adding many additional service opportunities.

PNS Amendment (if applicable)

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